IN THE CLAIMS:

- 1. (Original): A call management method implemented using a call routing engine, the method comprising:
- receiving at the engine a first call management message for causing the engine to
- initiate establishment of one of a first connection and a second connection, the first con-
- nection being via a public network and also being between one called device and a call-
- 6 ing device, the second connection being via the network and also being among the calling
- device, the one called device, and another called device, the calling device being previ-
- ously connected to the another called device via the network prior to receipt of the mes-
- sage at the engine; and
- issuing from the engine, in response to the receipt of the first call management
 message at the engine, a second call management message specifying a DTMF sequence
 for provision to the network to cause the network to initiate the establishment of the one
 of the first connection and the second connection.
- 2. (Original): A method according to claim 1, wherein the first call management message is issued from the another called device to the engine.
- 3. (Original): A method according to claim 1, further comprising:
- receiving at the another called device the second call management message; and
- in response receipt of the second call management message at the another called
- device, providing from the another called device to the network the DTMF sequence.

- 4. (Original): A method according to claim 3, wherein the DTMF sequence is provided
- to the network from the another called device via a third connection that existed, via the
- network, between the another called device and the calling device prior to the receipt of
- 4 the first call management message at the engine.
- 5. (Original): A method according to claim 1, wherein the first connection is for facili-
- 2 tating a call transfer operation.
- 6. (Original): A method according to claim 1, wherein the second connection is for fa-
- 2 cilitating a call conferencing operation.
- 7. (Original): A method according to claim 1, wherein the one called device and the an-
- other called device each comprise a respective ACD, and the network is a public
- 3 switched telephone network.

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- 8. (Original): A method according to claim 4, further comprising:
- in response to the receipt of the second call management message at the another
- 3 called device, terminating the third connection.
 - 9. (Currently Amended): A call management apparatus, comprising:
- a call routing engine to receive that receives a first call management message to
- 3 cause for causing the engine to initiate establishment of one of a first connection and a
- second connection, the first connection being via a public network and also between one
- 5 called device and a calling device, the second connection being via the network and also
- being among the calling device, the one called device, and another called device, the call-

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- ing device being previously connected to the another called device via the network prior 7 to receipt of the message by the engine; and 8
- the engine issuing to issue, in response to the receipt of the first call manage-9 ment message by the engine, a second call management message specifying a DTMF se-10 quence for provision to the network to cause the network to initiate the establishment of 11 the one of the first connection and the second connection. 12
- 10. (Currently Amended): An apparatus according to claim 9, wherein the another called 1 device issues the first call management message is issued by another called device to the 2 engine. 3
- 11. (Currently Amended): An apparatus according to claim 9, wherein: 1
- the another called device to receive receives the second call management mes-2 sage; and 3
- in response receipt of the second call management message by the another called 4 device, the another called device to provide provides to the network the DTMF se-5 quence. 6
- 12. (Currently Amended): An apparatus according to claim 11, whereia further compris-1 ing: 2
- the another called device to provide provides DTMF sequence to the network via 3 a third connection that existed, via the network, between the another called device and the 4
- calling device prior to the receipt of the first call management message by the engine. 5

- 1 13. (Currently Amended): An apparatus according to claim 9, wherein the first connec-
- tion is to facilitate for facilitating a call transfer operation.
- 1 14. (Currently Amended): An apparatus according to claim 9, wherein the second con-
- nection is to facilitate for facilitating a call conferencing operation.
- 1 15. (Original): An apparatus according to claim 9, wherein the one called device and the
- another called device each comprise a respective ACD, and the network is a public
- 3 switched telephone network.
- 1 16. (Currently Amended): An apparatus according to claim 11, further comprising:
- in response to the receipt of the second call management message at the another
- called device, the another called device to initiate initiates termination of a previously-
- 4 established connection between the calling device and the another called device.
 - 17. (Original): A call management system, comprising:
- means for receiving at the engine a first call management message for causing the
- engine to initiate establishment of one of a first connection and a second connection, the
- 4 first connection being via a public network and also between one called device and a call-
- ing device, the second connection being via the network and also being among the calling
- 6 device, the one called device, and another called device, the calling device being previ-
- ously connected to the another called device via the network prior to receipt of the mes-
- s sage at the engine; and

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- means for issuing from the engine, in response to the receipt of the first call man-
- agement message at the engine, a second call management message specifying a DTMF

- sequence for provision to the network to cause the network to initiate the establishment of
- the one of the first connection and the second connection.
- 18. (Original): A system according to claim 17, wherein the first call management mes-
- sage is issued from the another called device to the engine.
- 19. (Original): A system according to claim 17, further comprising:
- means for receiving at the another called device the second call management mes-
- 3 sage; and
- means for, in response receipt of the second call management message at the an-
- other called device, providing from the another called device to the network the DTMF
- 6 sequence.
- 20. (Original): A system according to claim 19, wherein the DTMF sequence is pro-
- vided to the network from the another called device via a third connection that existed,
- via the network, between the another called device and the calling device prior to the re-
- 4 ceipt of the first call management message at the engine.
- 21. (Original): A system according to claim 17, wherein the first connection is for facili-
- 2 tating a call transfer operation.
- 22. (Original): A system according to claim 17, wherein the second connection is for
- 2 facilitating a call conferencing operation.

- 23. (Original): A system according to claim 17, wherein the one called (levice and the
- 2 another called device each comprise a respective ACD, and the network is a public
- 3 switched telephone network.
- 24. (Original): A system according to claim 19, further comprising:
- means for, in response to the receipt of the second call management message at
- the another called device, terminating a previously-established connection between the
- 4 calling device and the another called device.
- 25. (Original): Computer-readable memory comprising computer-exec stable program
- 2 instructions for use in call management, the instructions, when executed, causing:
- receiving at the engine of a first call management message for causing the engine
- to initiate establishment of one of a first connection and a second connection, the first
- 5 connection being via a public network and also between one called device and a calling
- 6 device, the second connection being via the network and also being among the calling
- device, the one called device, and another called device, the calling device being previ-
- 8 ously connected to the another called device via the network prior to receipt of the mes-
- 9 sage at the engine; and
- issuing from the engine, in response to the receipt of the first call management
- message at the engine, of a second call management message specifying a DTMF se-
- quence for provision to the network to cause the network to initiate the establishment of
- the one of the first connection and the second connection.
- 1 26. (Original): Memory according to claim 25, wherein the first call management mes-
- 2 sage is issued from the another called device to the engine.

- 27. (Original): Memory according to claim 25, wherein the instructions, when executed,
- 2 also cause:
- receiving at the another called device of the second call management message;
- 4 and
- in response receipt of the second call management message at the another called
- device, providing from the another called device to the network of the DTMF sequence.
- 28. (Original): Memory according to claim 27, wherein the DTMF sequence is provided
- to the network from the another called device via a third connection that existed, via the
- network, between the another called device and the calling device prior to the receipt of
- 4 the first call management message at the engine.
- 29. (Original): Memory according to claim 25, wherein the first connection is for facili-
- tating a call transfer operation.
- 30. (Original): Memory according to claim 25, wherein the second connection is for fa-
- 2 cilitating a call conferencing operation.
- 1 31. (Original): Memory according to claim 25, wherein the one called device and the
- another called device each comprise a respective ACD, and the network is a public
- 3 switched telephone network.
- 32. (Original): Memory according to claim 27, wherein the instructions, when executed,
- 2 also cause:

in response to the receipt of the second call management message at the another

called device, terminating of a previously-established connection between the calling device and the another called device.

33. -34. (Cancelled)